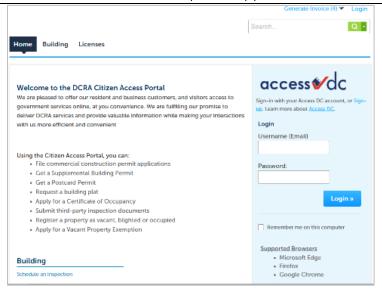# Home Occupation Permit:
Frequently Asked Questions (FAQs)

Where can I find the online Home Occupation Permit application?

✓ Please visit the DCRA Home Occupation Permit webpage at
https://dcra.dc.gov/node/1408616 to find information and resources associated with
HOP applications and Child Development Homes (CDHs).

✓ Log in or register for an account through the **DCRA Citizen Access Portal** to initiate the
online HOP application process, pay fees, and conveniently submit your application.

> **Note:** Expect to receive notification of permit application status via email.

**Where do I upload submit my supporting documents or revise my application
responses?**

✓ Applicants can submit supporting documents or revise application responses via the
upload function provided in the online HOP application in the Citizens Access Portal.
Refer to the HOP Application Checklist for the list of required documents and more
information regarding the submission process.

Note: The feature to upload supporting documents is **ONLY** enabled when the reviewer statuses an application as "Additional Information Requested." Documents shared via email will not be accepted, and applicants will be instructed to use the Citizen Access Portal upload function instead.

What can I expect from the HOP application review process?

✓ **Non–Childcare Applications:** Applications will be reviewed and approved or denied by the Office of the Zoning Administrator (OZA) within one (1) business day, excluding weekends and holidays, from being accepted for review. **Note:** ALL applications are screened for completeness before DCRA will accept an application for review.

✓ **Child Development Homes (CDHs**): Applications will be reviewed and an inspection will be scheduled by the Inspection Compliance Administration (ICA) within three (3) business days of the application being accepted for review. **Note:** Written and Graphic Fire Evacuation Plans **MUST** be screening for completeness before we can accept an application for review. Prior to the approval of the permit, the inspection must be passed.

Application Status Definitions:

For all application types, a confirmation email will be sent to the applicant when the application is accepted for review, when there are any changes in the application status, and when a permit is ready to be issued, as follows:

- **SUBMISSION:** Application and supporting documents are submitted via Citizen Access Portal. The applicant receives an automatic email confirmation of receipt. A unique permit number (HO21#####) is generated to identify the application as it is reviewed and will continue to be the number associated with the permit upon issuance.

- **SCREENING**: HOP application supporting documents are screened for completeness of required information and documentation; complete applications receive the "Application Accepted" status and are routed for technical review. If the screening reviewer determines additional information or clarification from the applicant is needed, the applicant will receive an email notifying them of the "Additional Information Required" status. This email will also include details of the reviewer's request for additional information and instructions for achieving screening approval as applicable.

- **REVIEW:** The Office of the Zoning Administrator and other disciplines as applicable review the proposal for compliance with HOP regulations, and status the application as "Additional Information Requested" or "Approved." The applicant will receive an automatic status notification via email and will be provided with guidance for resolving the "Additional Information Required" status as needed. Childcare applications will also be subject to statuses related to the fire and life safety inspection's scheduling and completion of the review process.

- **PAYMENT AND ISSUANCE**: Upon approval of the HOP application by all required disciplines, an email will be sent that includes an invoice for any outstanding application fee balance and instructions for completing

payment through the Citizen Portal is emailed to the applicant. Digital HOPs are promptly generated by our Issuance team and delivered to the applicant via email when payment has been successfully completed.

How can I find my application number or track the status of my application?

✓ **Applicants will automatically receive no-reply e-mails as their application advances in the review process and can track their application's progress via SCOUT, DCRA's online consolidated database. To view information in SCOUT, you must log into your single sign-on Access DC account.** You may search for an existing application using the permit number generated at the time of your application submission and referenced in your automatic email notifications, or you may search for all permits associated with a particular street address and selecting "Occupancy and Use" the "More" tab. Once you have located the HOP application record, it will display one of the following statuses:

- **Application Screening:** application submission received and pending screening process.
- **Accepted for Review:** application is confirmed complete and is pending technical review.
- **Additional Information Requested or Application Inquiry:** awaiting necessary information or documents requested by the reviewer to proceed with application review.
- **Awaiting Payment:** invoice is pending and awaiting the applicant to make a payment.

How do I pay the HOP Invoice fees?

1. Log into your Accela Citizen Portal Account.
2. On the Blue Menu Bar, Click the "My Records" tab to populate your record history.
3. Under the "Action" section, select the appropriate permit number that matches the address for your Home Occupation Permit.
4. Click "Pay Fees Due"
5. Under the "Applicable Fees" section, click "Checkout" to pay fees (Credit or Debit Card payments only)
6. Verify fee amount ($72. 60) under the "PAY NOW" section and click "Checkout."
7. Complete fields.
8. Click "Submit Payment" to receive a payment receipt. Your Home Occupation Permit will automatically be e-mailed to you electronically upon payment confirmation.

Who do I contact if I have question about my application or experience issues submitting my application?

Applicants who have general inquiries regarding how to submit an application or experience issues with their submission can contact us at **dcracs@dc.gov or (202)442.4400**.

What is the difference between a Home Occupation Permit (HOP) and Certificate of Occupancy (C of O)?

- ✓ The purpose of a Certificate of Occupancy (C of O) is to ensure that the use of building, structure or land in the District of Columbia conforms to the DC Zoning Regulations, Construction Codes, and the Green Building Act. In most cases, no person can use a building, structure or land in the District of Columbia for any purpose other than a single family dwelling, until a valid C of O has been issued.

- ✓ A Home Occupation Permit (HOP) allows individuals to conduct certain occupations in their principal residences, while at the same time protecting residential neighborhoods from possible negative effects of those occupations.